

# Delaware Taxpayer Portal – Submit a Service Request/Manage a Service Request

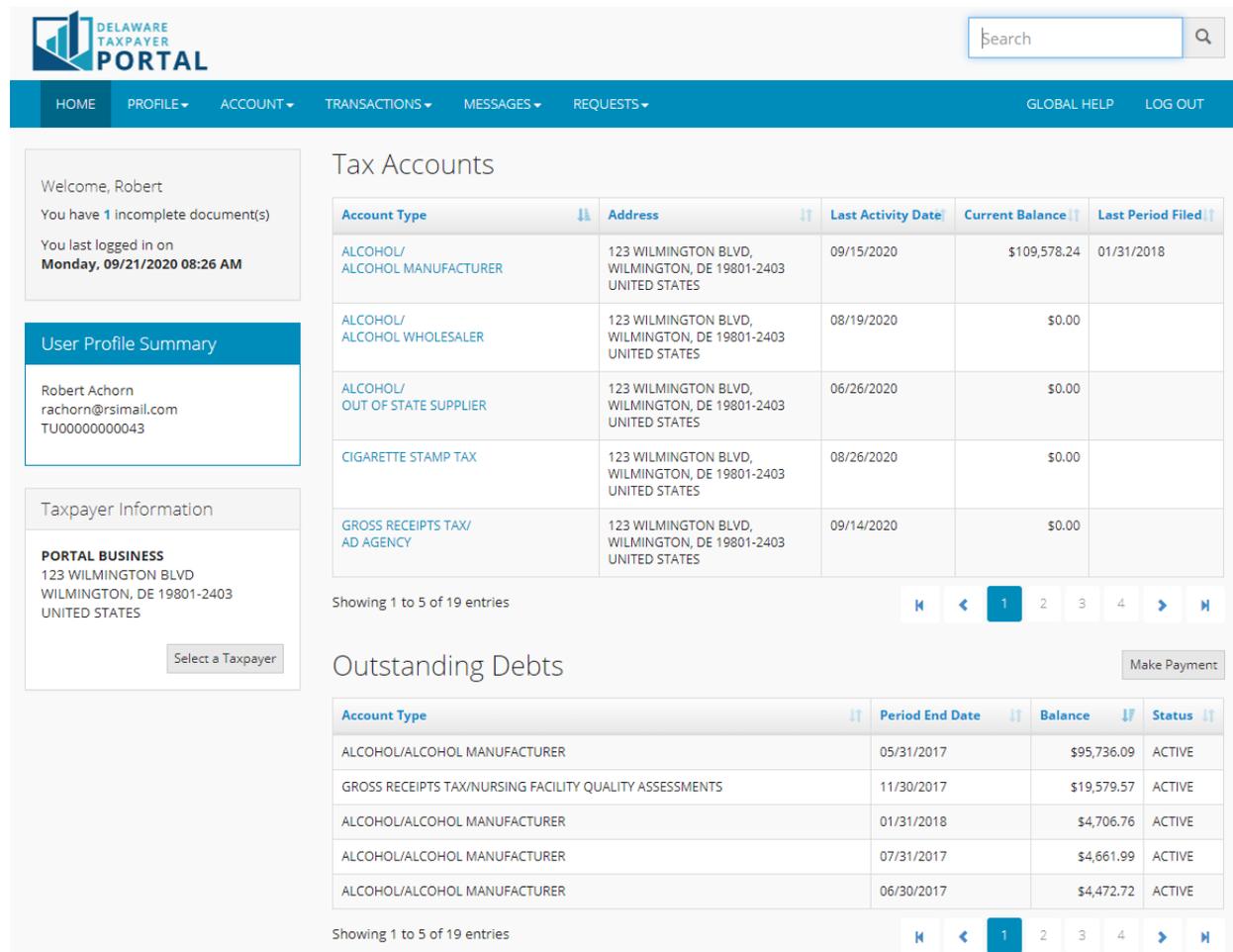
The following pages outline the steps required to 1) submit a service request, 2) view a submitted service request, 3) request follow-up on a service request, and 4) close a service request within the Taxpayer Portal.

A service request is a way for you to ask for help on a particular topic such as: Change Filing Frequency, Assign Power of Attorney, and more.

## Submit a Service Request

### 1 Log in to the Portal using an Administrator account

Log in to the Delaware Taxpayer Portal with your Delaware Taxpayer Portal account.



The screenshot shows the Delaware Taxpayer Portal interface. At the top, there is a search bar and navigation links: HOME, PROFILE, ACCOUNT, TRANSACTIONS, MESSAGES, REQUESTS, GLOBAL HELP, and LOG OUT. The main content area is divided into several sections:

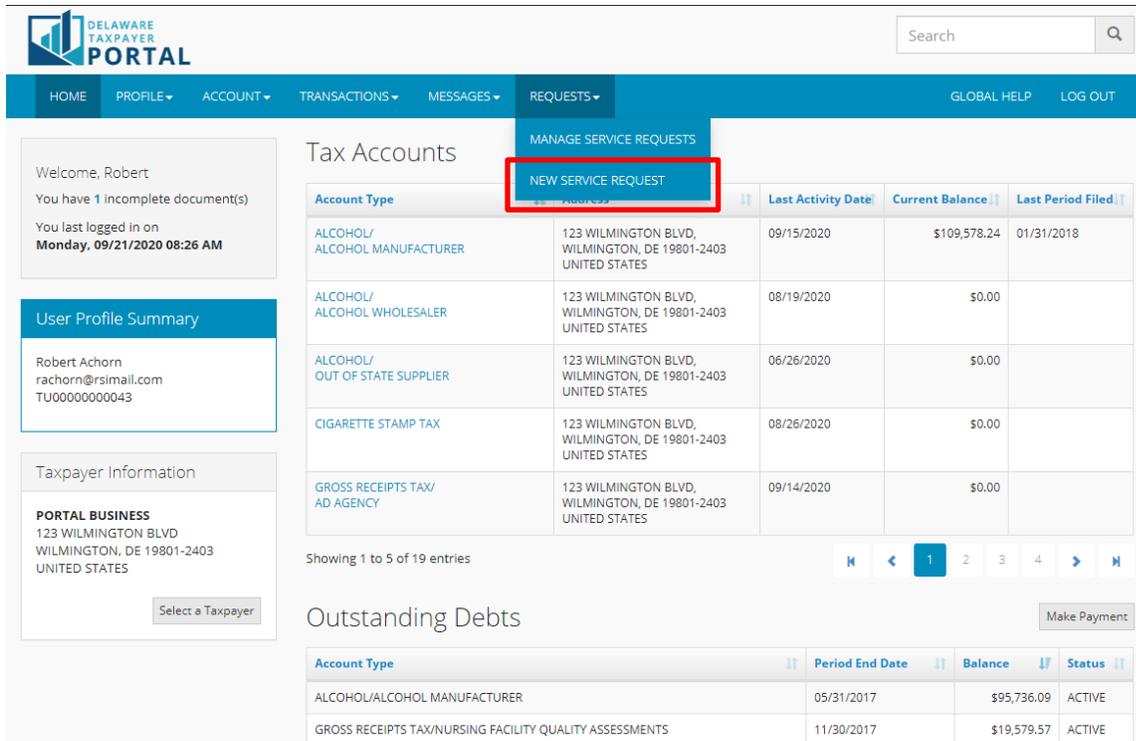
- Welcome, Robert:** You have 1 incomplete document(s). You last logged in on Monday, 09/21/2020 08:26 AM.
- User Profile Summary:** Robert Achorn, rachorn@rsmail.com, TU00000000043.
- Taxpayer Information:** PORTAL BUSINESS, 123 WILMINGTON BLVD, WILMINGTON, DE 19801-2403, UNITED STATES. A "Select a Taxpayer" button is present.
- Tax Accounts:** A table listing various tax accounts with columns for Account Type, Address, Last Activity Date, Current Balance, and Last Period Filed.
 

Account Type	Address	Last Activity Date	Current Balance	Last Period Filed
ALCOHOL/ALCOHOL MANUFACTURER	123 WILMINGTON BLVD, WILMINGTON, DE 19801-2403 UNITED STATES	09/15/2020	\$109,578.24	01/31/2018
ALCOHOL/ALCOHOL WHOLESALER	123 WILMINGTON BLVD, WILMINGTON, DE 19801-2403 UNITED STATES	08/19/2020	\$0.00	
ALCOHOL/OUT OF STATE SUPPLIER	123 WILMINGTON BLVD, WILMINGTON, DE 19801-2403 UNITED STATES	06/26/2020	\$0.00	
CIGARETTE STAMP TAX	123 WILMINGTON BLVD, WILMINGTON, DE 19801-2403 UNITED STATES	08/26/2020	\$0.00	
GROSS RECEIPTS TAX/AD AGENCY	123 WILMINGTON BLVD, WILMINGTON, DE 19801-2403 UNITED STATES	09/14/2020	\$0.00	
- Outstanding Debts:** A table listing outstanding debts with columns for Account Type, Period End Date, Balance, and Status.
 

Account Type	Period End Date	Balance	Status
ALCOHOL/ALCOHOL MANUFACTURER	05/31/2017	\$95,736.09	ACTIVE
GROSS RECEIPTS TAX/NURSING FACILITY QUALITY ASSESSMENTS	11/30/2017	\$19,579.57	ACTIVE
ALCOHOL/ALCOHOL MANUFACTURER	01/31/2018	\$4,706.76	ACTIVE
ALCOHOL/ALCOHOL MANUFACTURER	07/31/2017	\$4,661.99	ACTIVE
ALCOHOL/ALCOHOL MANUFACTURER	06/30/2017	\$4,472.72	ACTIVE

## 2 Navigate to the Service Request Detail page

From the Requests drop-down menu, select “New Service Request”. The information on the Service Request Detail page will be prepopulated based on your account settings.



DELAWARE TAXPAYER PORTAL

HOME PROFILE ACCOUNT TRANSACTIONS MESSAGES REQUESTS GLOBAL HELP LOG OUT

Welcome, Robert  
You have 1 incomplete document(s)  
You last logged in on Monday, 09/21/2020 08:26 AM

User Profile Summary  
Robert Achorn  
rachorn@rsimail.com  
TU00000000043

Taxpayer Information  
**PORTAL BUSINESS**  
123 WILMINGTON BLVD  
WILMINGTON, DE 19801-2403  
UNITED STATES  
Select a Taxpayer

Tax Accounts

MANAGE SERVICE REQUESTS  
**NEW SERVICE REQUEST**

Account Type		Last Activity Date	Current Balance	Last Period Filed
ALCOHOL/ ALCOHOL MANUFACTURER	123 WILMINGTON BLVD, WILMINGTON, DE 19801-2403 UNITED STATES	09/15/2020	\$109,578.24	01/31/2018
ALCOHOL/ ALCOHOL WHOLESALER	123 WILMINGTON BLVD, WILMINGTON, DE 19801-2403 UNITED STATES	08/19/2020	\$0.00	
ALCOHOL/ OUT OF STATE SUPPLIER	123 WILMINGTON BLVD, WILMINGTON, DE 19801-2403 UNITED STATES	06/26/2020	\$0.00	
CIGARETTE STAMP TAX	123 WILMINGTON BLVD, WILMINGTON, DE 19801-2403 UNITED STATES	08/26/2020	\$0.00	
GROSS RECEIPTS TAX/ AD AGENCY	123 WILMINGTON BLVD, WILMINGTON, DE 19801-2403 UNITED STATES	09/14/2020	\$0.00	

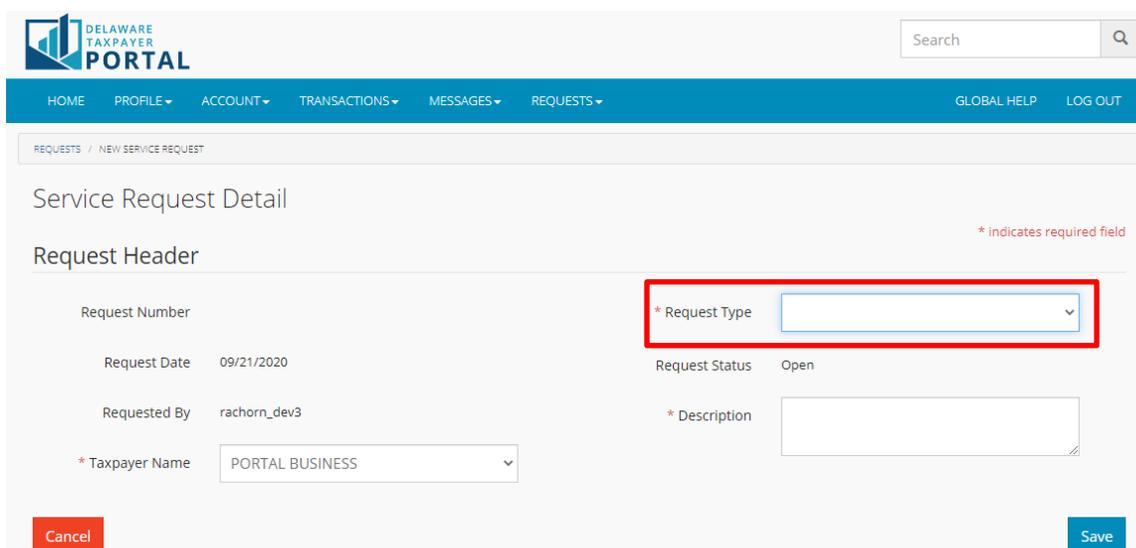
Showing 1 to 5 of 19 entries

Outstanding Debts

Account Type	Period End Date	Balance	Status
ALCOHOL/ALCOHOL MANUFACTURER	05/31/2017	\$95,736.09	ACTIVE
GROSS RECEIPTS TAX/NURSING FACILITY QUALITY ASSESSMENTS	11/30/2017	\$19,579.57	ACTIVE

## 3 Select a Service Request

Select a Request Type from the drop-down menu.



DELAWARE TAXPAYER PORTAL

HOME PROFILE ACCOUNT TRANSACTIONS MESSAGES REQUESTS GLOBAL HELP LOG OUT

REQUESTS / NEW SERVICE REQUEST

Service Request Detail

Request Header

\* indicates required field

Request Number

\* Request Type

Request Date 09/21/2020

Request Status Open

Requested By rachorn\_dev3

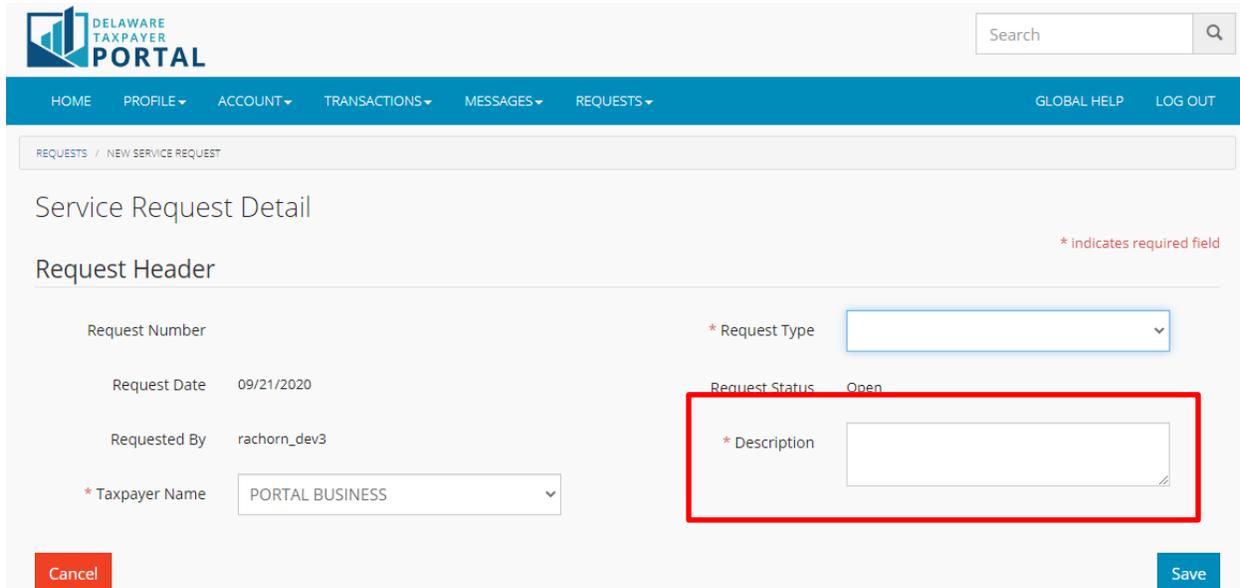
\* Description

\* Taxpayer Name PORTAL BUSINESS

Cancel Save

## 4 Describe Service Request

Write a description to let the agency know why you are submitting the service request.



DELAWARE TAXPAYER PORTAL

HOME PROFILE ACCOUNT TRANSACTIONS MESSAGES REQUESTS GLOBAL HELP LOG OUT

REQUESTS / NEW SERVICE REQUEST

### Service Request Detail

\* Indicates required field

#### Request Header

Request Number

Request Date 09/21/2020

Requested By rachorn\_dev3

\* Taxpayer Name PORTAL BUSINESS

\* Request Type

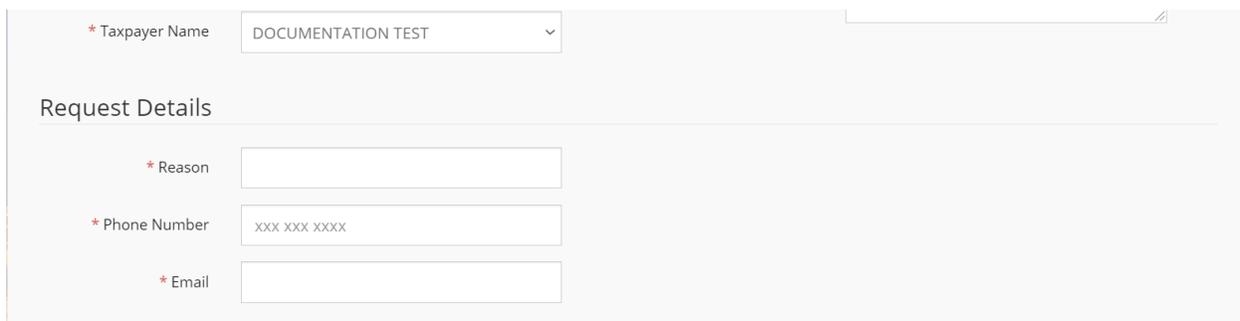
Request Status Open

\* Description

Cancel Save

## 5 Complete Service Request Details

Complete the required fields for the address change depending on what Request Type you are selecting.



\* Taxpayer Name DOCUMENTATION TEST

#### Request Details

\* Reason

\* Phone Number xxx xxx xxxx

\* Email

## 6 Upload Supporting Documents

You have the opportunity to upload a file with supporting documentation for your request. Some requests will require these supporting documents to be uploaded with this request.

Attachments

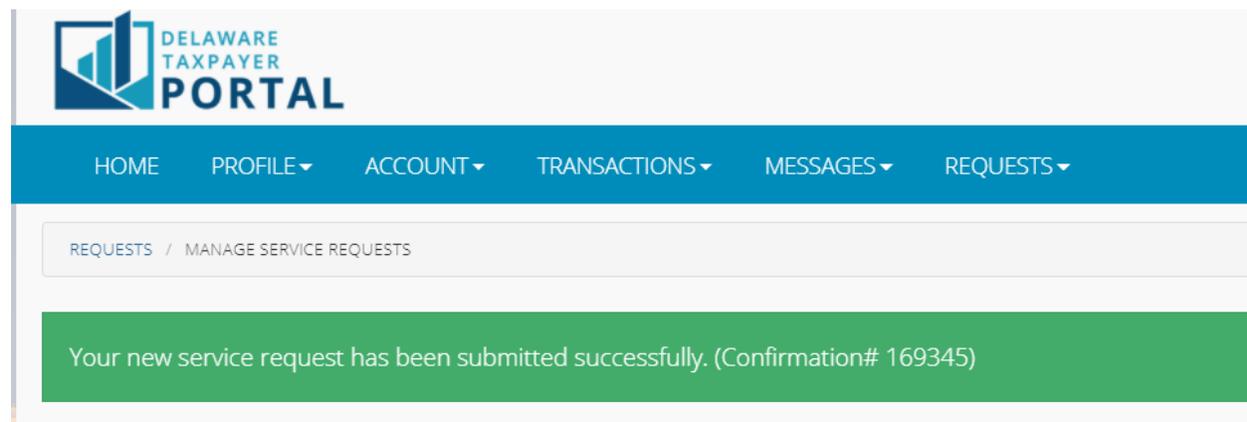
Maximum File Size: 2MB  
Total number of files uploaded cannot be greater than: 5  
Allowable file types are: pdf, .jpeg, .jpg, .gif, .png, .xlsx, .xls, .doc, .docx, .csv, .xml, .zip, .txt

[+ Add Files...](#) [Start Upload](#) [Cancel Upload](#) [Delete](#)

[Cancel](#) [Save](#)

## 7 Submit Service Request

Once complete, select “Save”. This will submit your request to the Division of Revenue and a staff member will review your request. You will see a confirmation message that your request was submitted successfully.



DELaware TAXPAYER PORTAL

HOME PROFILE ACCOUNT TRANSACTIONS MESSAGES REQUESTS

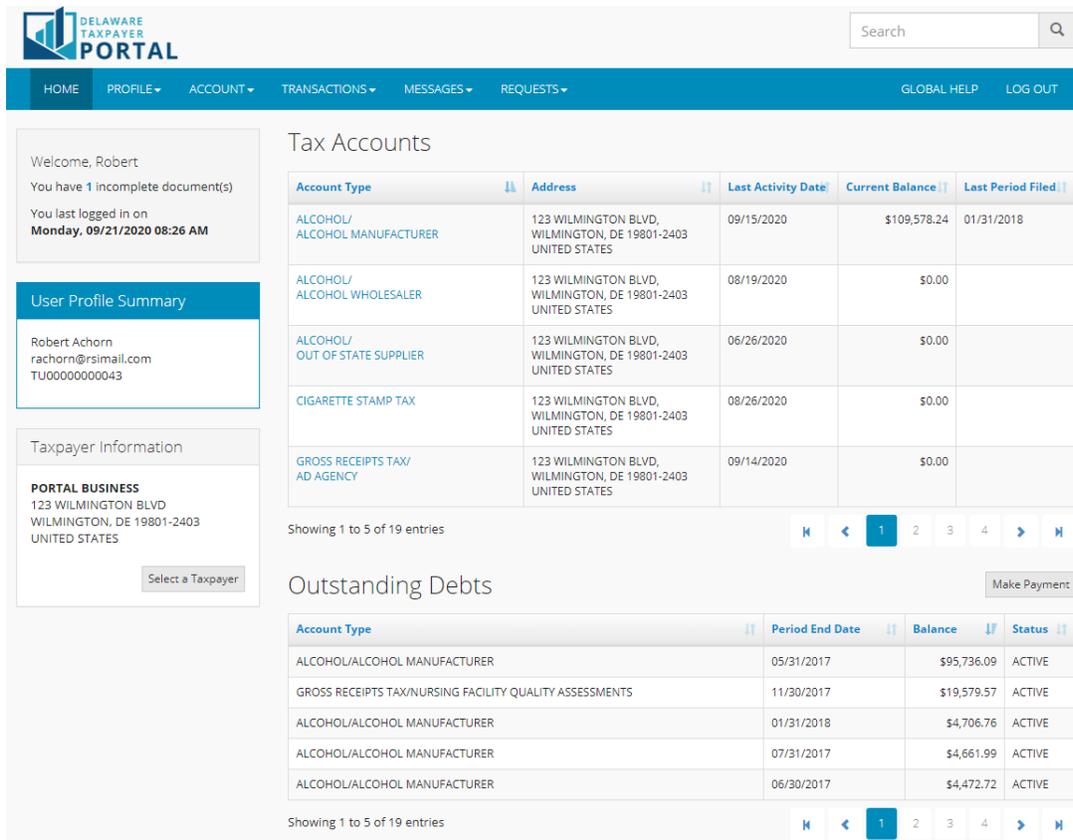
REQUESTS / MANAGE SERVICE REQUESTS

Your new service request has been submitted successfully. (Confirmation# 169345)

# View a Submitted Service Request

## 1 Log in to the Portal using an Administrator account

Log in to the Delaware Taxpayer Portal with your Delaware Taxpayer Portal account.



The screenshot displays the Delaware Taxpayer Portal interface. At the top, there is a navigation bar with links for HOME, PROFILE, ACCOUNT, TRANSACTIONS, MESSAGES, REQUESTS, GLOBAL HELP, and LOG OUT. A search bar is located in the top right corner. The main content area is divided into several sections:

- Welcome, Robert:** A notification box stating "You have 1 incomplete document(s)" and "You last logged in on Monday, 09/21/2020 08:26 AM".
- User Profile Summary:** A box containing the user's name, email (rachorn@rsimail.com), and ID (TU0000000043).
- Taxpayer Information:** A box with the business name "PORTAL BUSINESS" and address "123 WILMINGTON BLVD, WILMINGTON, DE 19801-2403, UNITED STATES". A "Select a Taxpayer" button is present.
- Tax Accounts:** A table listing various tax accounts with columns for Account Type, Address, Last Activity Date, Current Balance, and Last Period Filed. The table shows five entries, all with a current balance of \$0.00 except for the first one which is \$109,578.24.
- Outstanding Debts:** A table listing outstanding debts with columns for Account Type, Period End Date, Balance, and Status. The table shows five entries, all with an "ACTIVE" status.

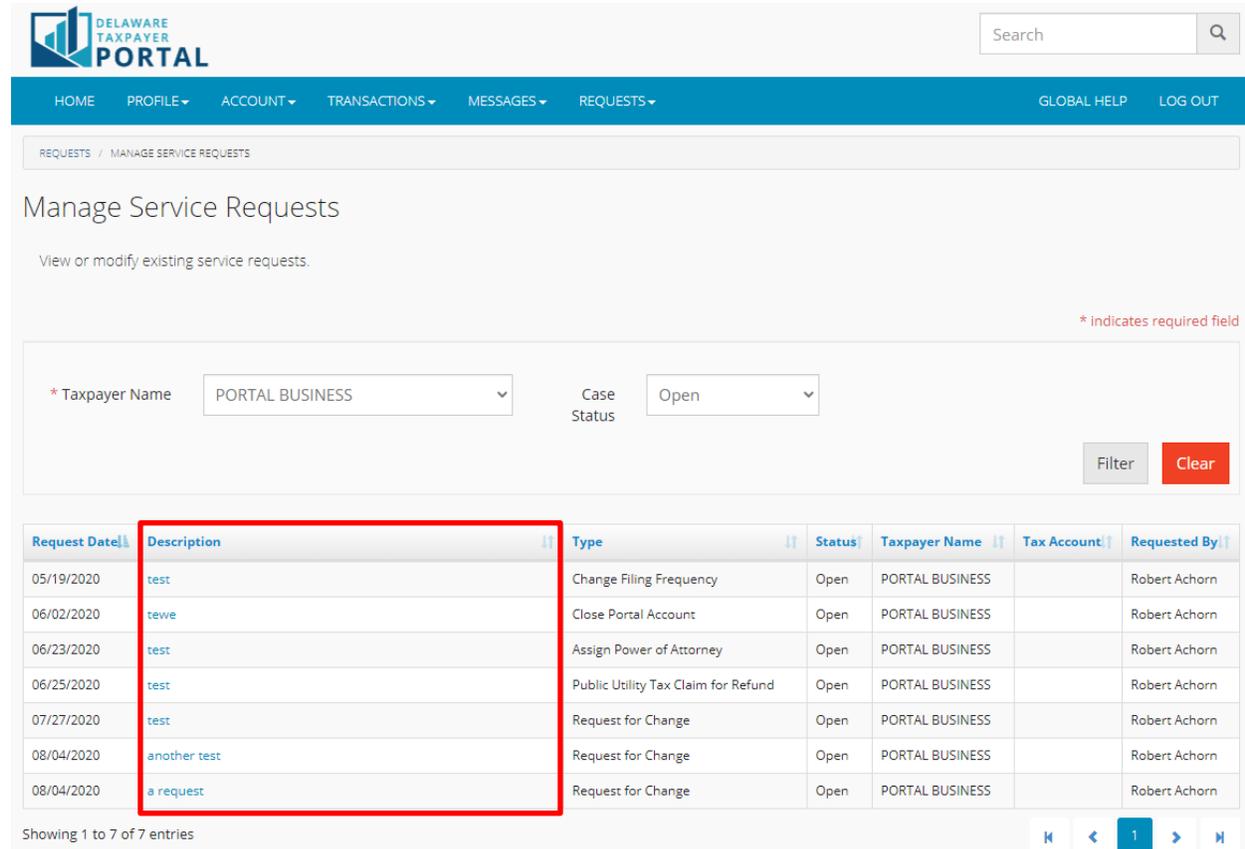
## 2 Navigate to the Manage Service Requests page

From the Requests drop-down menu, select “Manage Service Requests”.

The screenshot shows the Delaware Taxpayer Portal interface. The top navigation bar includes 'HOME', 'PROFILE', 'ACCOUNT', 'TRANSACTIONS', 'MESSAGES', 'REQUESTS', 'GLOBAL HELP', and 'LOG OUT'. The 'REQUESTS' dropdown menu is open, with 'MANAGE SERVICE REQUESTS' highlighted in red. Below the navigation bar, the 'Tax Accounts' section is visible, containing a table with columns for 'Account Type', 'Last Activity Date', 'Current Balance', and 'Last Period Filed'. The table lists several accounts, including 'ALCOHOL/ALCOHOL MANUFACTURER', 'ALCOHOL/ALCOHOL WHOLESALER', 'ALCOHOL/OUT OF STATE SUPPLIER', 'CIGARETTE STAMP TAX', and 'GROSS RECEIPTS TAX/AD AGENCY'. Below the table, there is a pagination control showing 'Showing 1 to 5 of 19 entries' and a 'Make Payment' button. The 'Outstanding Debts' section is also visible, containing a table with columns for 'Account Type', 'Period End Date', 'Balance', and 'Status'. The table lists five entries with various account types and balances, all with a status of 'ACTIVE'. Below this table, there is another pagination control showing 'Showing 1 to 5 of 19 entries'.

### 3 Navigate to the Service Request Detail page

Select the Description link to view the service request.



DELAWARE TAXPAYER PORTAL

Search

HOME PROFILE ACCOUNT TRANSACTIONS MESSAGES REQUESTS GLOBAL HELP LOG OUT

REQUESTS / MANAGE SERVICE REQUESTS

## Manage Service Requests

View or modify existing service requests.

\* indicates required field

\* Taxpayer Name: PORTAL BUSINESS Case Status: Open

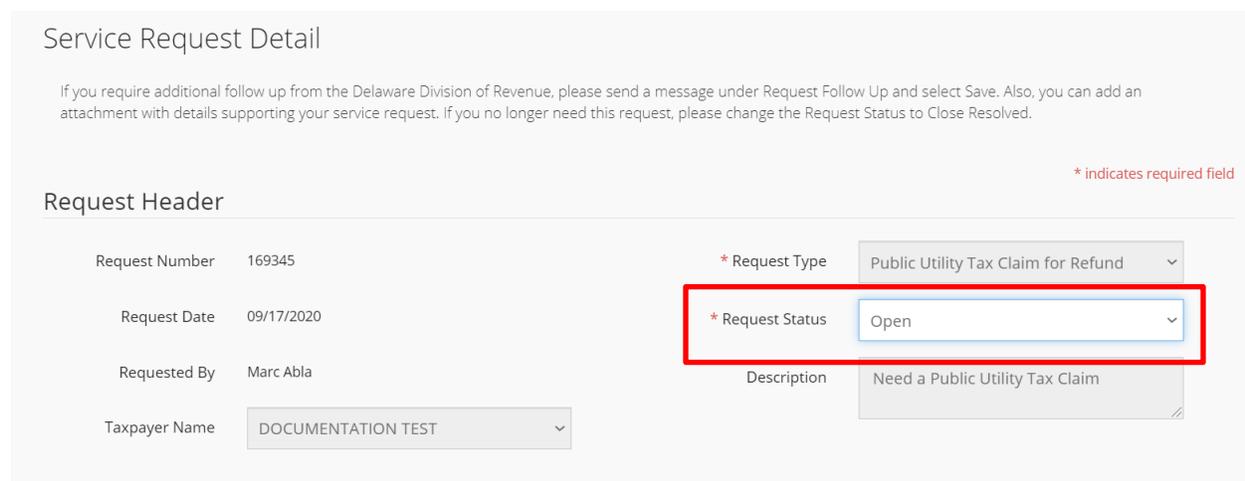
Filter Clear

Request Date	Description	Type	Status	Taxpayer Name	Tax Account	Requested By
05/19/2020	test	Change Filing Frequency	Open	PORTAL BUSINESS		Robert Achorn
06/02/2020	tewe	Close Portal Account	Open	PORTAL BUSINESS		Robert Achorn
06/23/2020	test	Assign Power of Attorney	Open	PORTAL BUSINESS		Robert Achorn
06/25/2020	test	Public Utility Tax Claim for Refund	Open	PORTAL BUSINESS		Robert Achorn
07/27/2020	test	Request for Change	Open	PORTAL BUSINESS		Robert Achorn
08/04/2020	another test	Request for Change	Open	PORTAL BUSINESS		Robert Achorn
08/04/2020	a request	Request for Change	Open	PORTAL BUSINESS		Robert Achorn

Showing 1 to 7 of 7 entries

The portal will display the Service Request Detail page with the submitted details.

*If the service request is closed, then you will see a view only page. If the service request is still open and you have authorization to update the service request, you will be allowed to edit and save the updated service request.*



## Service Request Detail

If you require additional follow up from the Delaware Division of Revenue, please send a message under Request Follow Up and select Save. Also, you can add an attachment with details supporting your service request. If you no longer need this request, please change the Request Status to Close Resolved.

\* indicates required field

### Request Header

Request Number: 169345

Request Date: 09/17/2020

Requested By: Marc Abla

Taxpayer Name: DOCUMENTATION TEST

\* Request Type: Public Utility Tax Claim for Refund

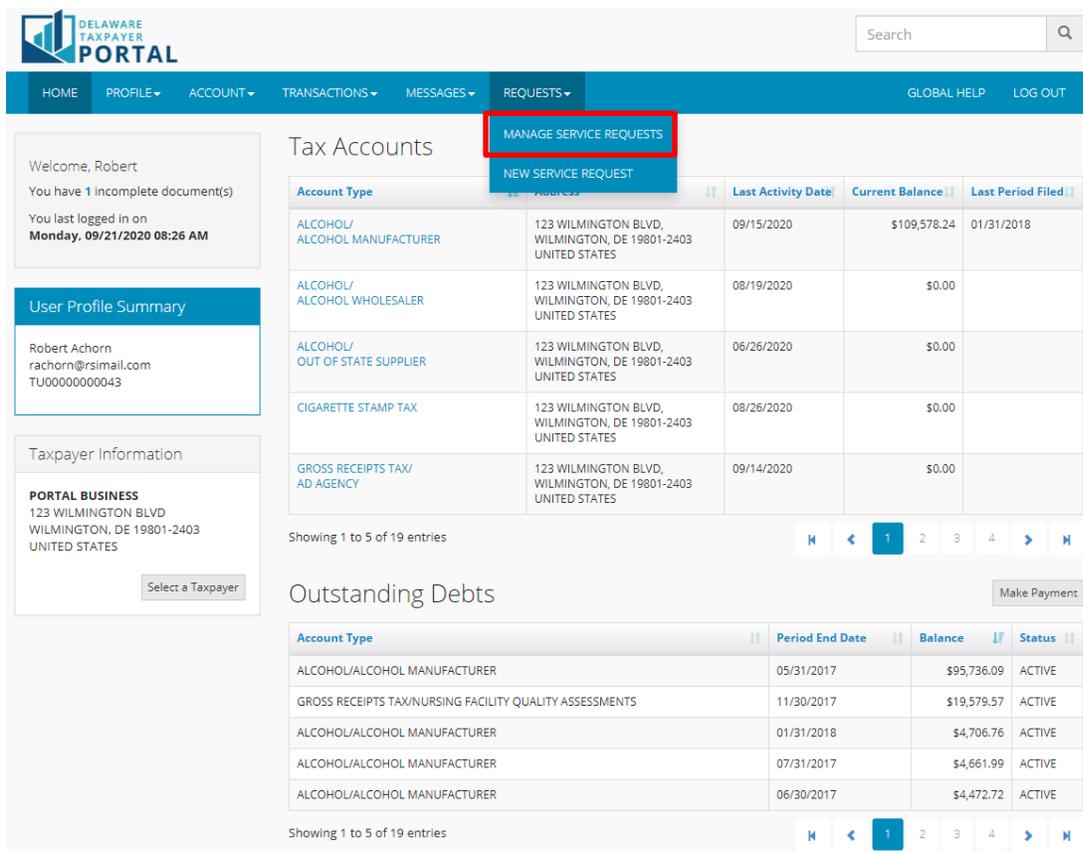
\* Request Status: Open

Description: Need a Public Utility Tax Claim

# Request a Follow-up on a Service Request

## 1 Navigate to the Manage Service Requests page

From the Requests drop-down menu, select “Manage Service Requests”.



The screenshot shows the Delaware Taxpayer Portal interface. The 'REQUESTS' dropdown menu is open, and 'MANAGE SERVICE REQUESTS' is highlighted with a red box. Below the menu, the 'Tax Accounts' section is visible, containing a table with columns for Account Type, Address, Last Activity Date, Current Balance, and Last Period Filed. The 'Outstanding Debts' section is also visible, containing a table with columns for Account Type, Period End Date, Balance, and Status.

**DELAWARE TAXPAYER PORTAL**

HOME PROFILE ACCOUNT TRANSACTIONS MESSAGES **REQUESTS** GLOBAL HELP LOG OUT

Welcome, Robert  
You have 1 Incomplete document(s)  
You last logged in on **Monday, 09/21/2020 08:26 AM**

**User Profile Summary**  
Robert Achorn  
rachorn@rsmail.com  
TU0000000043

**Taxpayer Information**  
**PORTAL BUSINESS**  
123 WILMINGTON BLVD  
WILMINGTON, DE 19801-2403  
UNITED STATES  
Select a Taxpayer

**Tax Accounts**

**MANAGE SERVICE REQUESTS**

**NEW SERVICE REQUEST**

Account Type	Address	Last Activity Date	Current Balance	Last Period Filed
ALCOHOL/ ALCOHOL MANUFACTURER	123 WILMINGTON BLVD, WILMINGTON, DE 19801-2403 UNITED STATES	09/15/2020	\$109,578.24	01/31/2018
ALCOHOL/ ALCOHOL WHOLESALER	123 WILMINGTON BLVD, WILMINGTON, DE 19801-2403 UNITED STATES	08/19/2020	\$0.00	
ALCOHOL/ OUT OF STATE SUPPLIER	123 WILMINGTON BLVD, WILMINGTON, DE 19801-2403 UNITED STATES	06/26/2020	\$0.00	
CIGARETTE STAMP TAX	123 WILMINGTON BLVD, WILMINGTON, DE 19801-2403 UNITED STATES	08/26/2020	\$0.00	
GROSS RECEIPTS TAX/ AD AGENCY	123 WILMINGTON BLVD, WILMINGTON, DE 19801-2403 UNITED STATES	09/14/2020	\$0.00	

Showing 1 to 5 of 19 entries

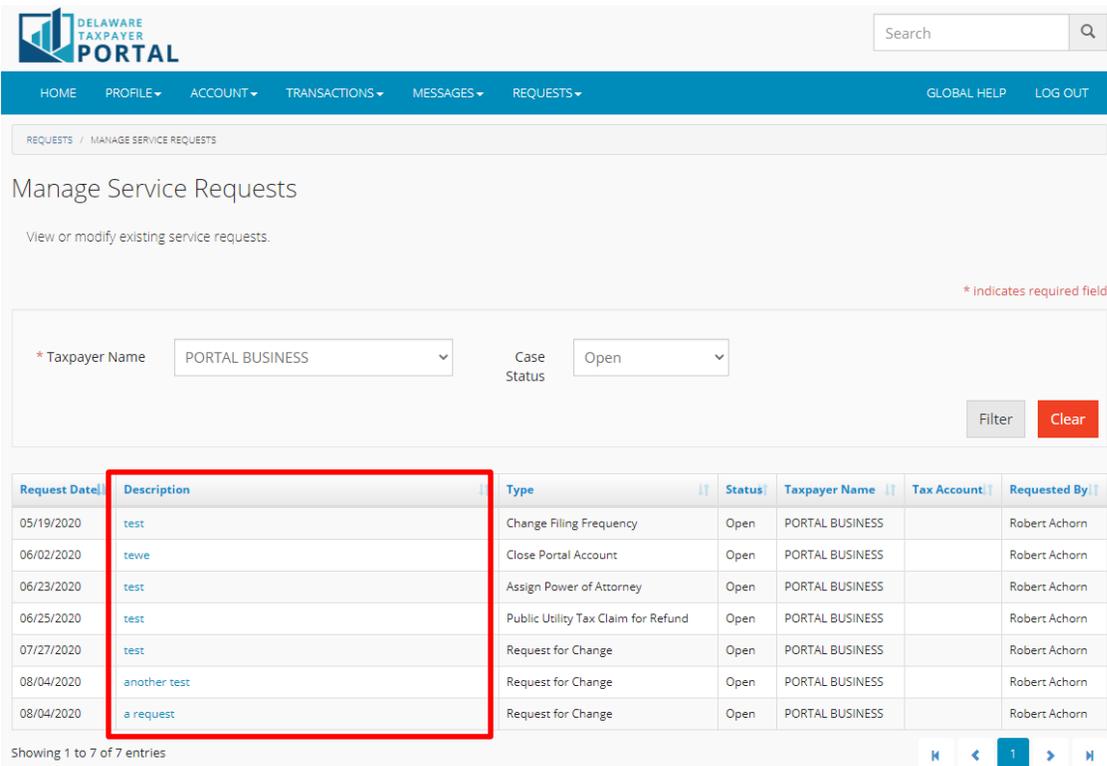
**Outstanding Debts** Make Payment

Account Type	Period End Date	Balance	Status
ALCOHOL/ALCOHOL MANUFACTURER	05/31/2017	\$95,736.09	ACTIVE
GROSS RECEIPTS TAX/NURSING FACILITY QUALITY ASSESSMENTS	11/30/2017	\$19,579.57	ACTIVE
ALCOHOL/ALCOHOL MANUFACTURER	01/31/2018	\$4,706.76	ACTIVE
ALCOHOL/ALCOHOL MANUFACTURER	07/31/2017	\$4,661.99	ACTIVE
ALCOHOL/ALCOHOL MANUFACTURER	06/30/2017	\$4,472.72	ACTIVE

Showing 1 to 5 of 19 entries

## 2 Navigate to the Service Request Detail page

Select the Description link for the open service request you wish to see to view the specific request. The portal will display the Service Request Detail page with the submitted details.



DELAWARE TAXPAYER PORTAL

Search

HOME PROFILE ACCOUNT TRANSACTIONS MESSAGES REQUESTS GLOBAL HELP LOG OUT

REQUESTS / MANAGE SERVICE REQUESTS

### Manage Service Requests

View or modify existing service requests.

\* Indicates required field

\* Taxpayer Name: PORTAL BUSINESS Case Status: Open

Filter Clear

Request Date	Description	Type	Status	Taxpayer Name	Tax Account	Requested By
05/19/2020	test	Change Filing Frequency	Open	PORTAL BUSINESS		Robert Achorn
06/02/2020	tewe	Close Portal Account	Open	PORTAL BUSINESS		Robert Achorn
06/23/2020	test	Assign Power of Attorney	Open	PORTAL BUSINESS		Robert Achorn
06/25/2020	test	Public Utility Tax Claim for Refund	Open	PORTAL BUSINESS		Robert Achorn
07/27/2020	test	Request for Change	Open	PORTAL BUSINESS		Robert Achorn
08/04/2020	another test	Request for Change	Open	PORTAL BUSINESS		Robert Achorn
08/04/2020	a request	Request for Change	Open	PORTAL BUSINESS		Robert Achorn

Showing 1 to 7 of 7 entries

Navigation: < 1 >

### 3 Enter Follow Up Details

Under Request Follow Up, enter a message you want to send to the Delaware Department of Revenue.

#### Request Details

New Name	<input type="text" value="new name"/>
New Account Number	<input type="text"/>
New Taxpayer ID (TPID)	<input type="text"/>
New Taxpayer ID Type	<input type="text" value="v"/>
Effective Date to Close Account	<input type="text"/>
* Reason	<input type="text" value="needed a change"/>
* Phone Number	<input type="text" value="(609) 230-0870"/>
* Email	<input type="text" value="mail@mail.com"/>

#### Request Follow Up

Message	<input type="text"/>
---------	----------------------

3.5

### 4 Upload Supporting Documents

Upload a file and select the “Save” button and the website will display a confirmation message to confirm that the details were successfully updated.

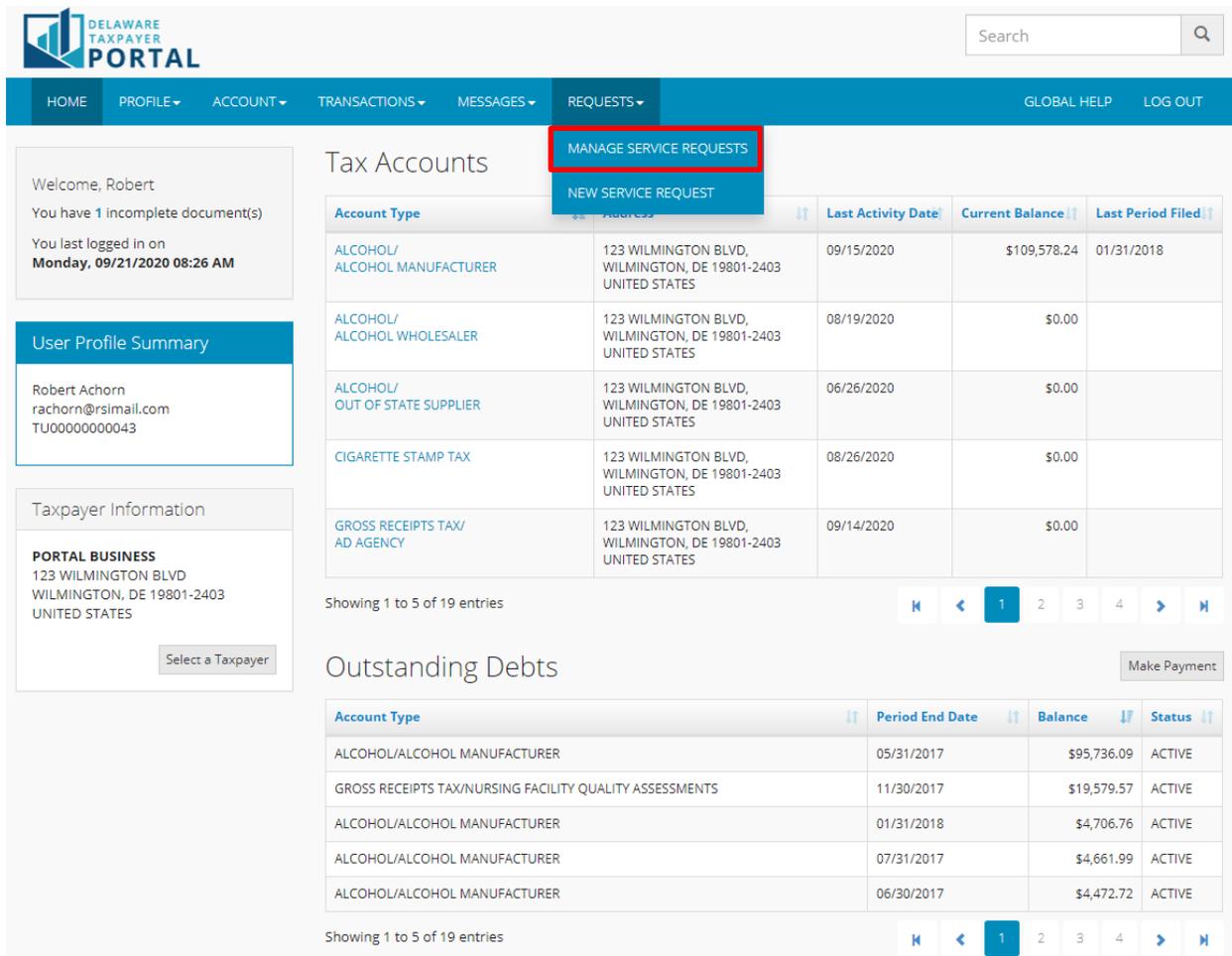
REQUESTS / MANAGE SERVICE REQUESTS

Your changes have been saved successfully.

## Close a Service Request

### 1 Navigate to the Manage Service Requests page

From the Requests drop-down menu, select “Manage Service Requests”.



The screenshot shows the Delaware Taxpayer Portal interface. The 'REQUESTS' dropdown menu is open, and 'MANAGE SERVICE REQUESTS' is highlighted with a red box. Below the menu, the 'Tax Accounts' table is visible, showing various account types and their details. The 'Outstanding Debts' table is also visible, showing a list of debts with their respective dates and balances.

**DELAWARE TAXPAYER PORTAL**

Search

HOME PROFILE ACCOUNT TRANSACTIONS MESSAGES **REQUESTS** GLOBAL HELP LOG OUT

Welcome, Robert  
You have 1 incomplete document(s)  
You last logged in on **Monday, 09/21/2020 08:26 AM**

**User Profile Summary**

Robert Achorn  
rachorn@rsimail.com  
TU00000000043

**Taxpayer Information**

**PORTAL BUSINESS**  
123 WILMINGTON BLVD  
WILMINGTON, DE 19801-2403  
UNITED STATES

Select a Taxpayer

**Tax Accounts**

Account Type	Address	Last Activity Date	Current Balance	Last Period Filed
ALCOHOL/ ALCOHOL MANUFACTURER	123 WILMINGTON BLVD, WILMINGTON, DE 19801-2403 UNITED STATES	09/15/2020	\$109,578.24	01/31/2018
ALCOHOL/ ALCOHOL WHOLESALER	123 WILMINGTON BLVD, WILMINGTON, DE 19801-2403 UNITED STATES	08/19/2020	\$0.00	
ALCOHOL/ OUT OF STATE SUPPLIER	123 WILMINGTON BLVD, WILMINGTON, DE 19801-2403 UNITED STATES	06/26/2020	\$0.00	
CIGARETTE STAMP TAX	123 WILMINGTON BLVD, WILMINGTON, DE 19801-2403 UNITED STATES	08/26/2020	\$0.00	
GROSS RECEIPTS TAX/ AD AGENCY	123 WILMINGTON BLVD, WILMINGTON, DE 19801-2403 UNITED STATES	09/14/2020	\$0.00	

Showing 1 to 5 of 19 entries

**Outstanding Debts**

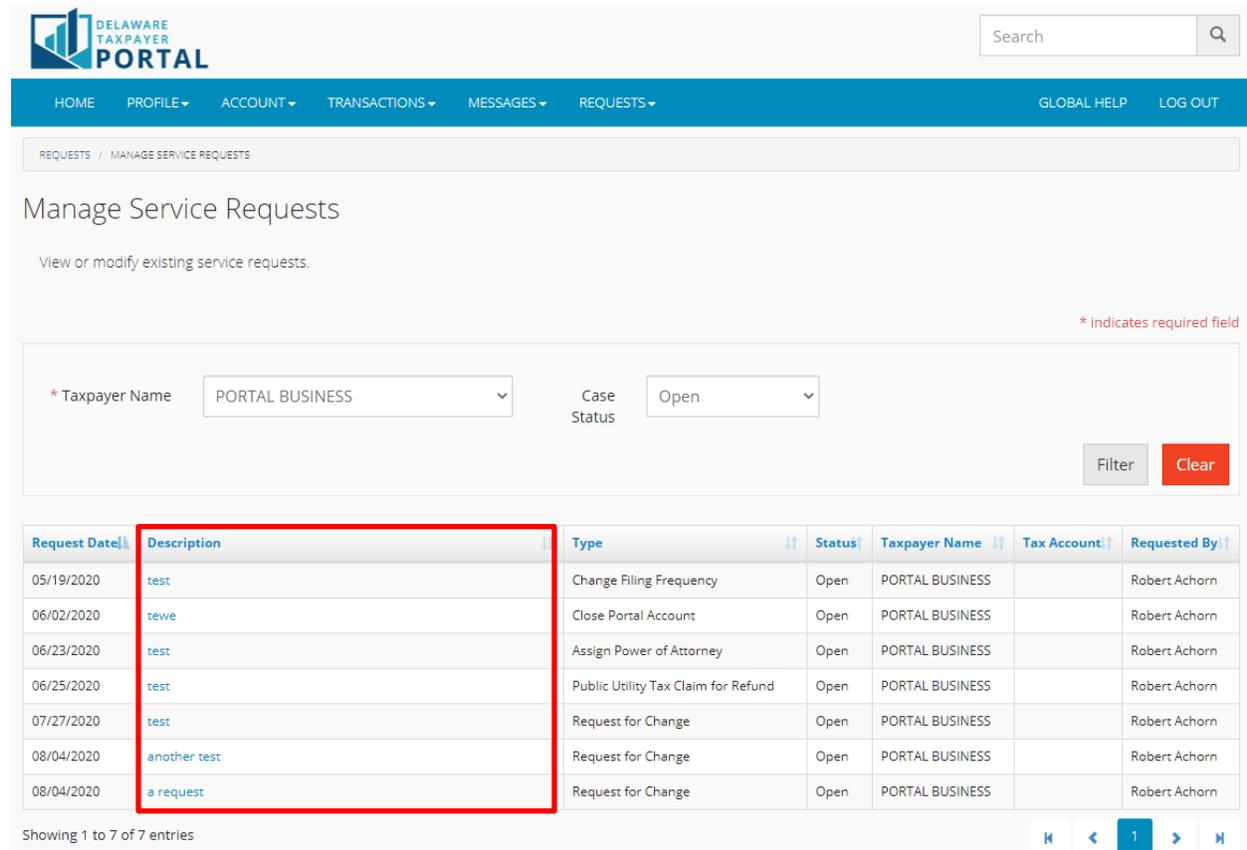
Account Type	Period End Date	Balance	Status
ALCOHOL/ALCOHOL MANUFACTURER	05/31/2017	\$95,736.09	ACTIVE
GROSS RECEIPTS TAX/NURSING FACILITY QUALITY ASSESSMENTS	11/30/2017	\$19,579.57	ACTIVE
ALCOHOL/ALCOHOL MANUFACTURER	01/31/2018	\$4,706.76	ACTIVE
ALCOHOL/ALCOHOL MANUFACTURER	07/31/2017	\$4,661.99	ACTIVE
ALCOHOL/ALCOHOL MANUFACTURER	06/30/2017	\$4,472.72	ACTIVE

Showing 1 to 5 of 19 entries

Make Payment

## 2 Navigate to the Service Request Detail page

Select the Description link for the open service request you wish to see to view the specific request. The portal will display the Service Request Detail page with the submitted details.



DELAWARE TAXPAYER PORTAL

Search

HOME PROFILE ACCOUNT TRANSACTIONS MESSAGES REQUESTS GLOBAL HELP LOG OUT

REQUESTS / MANAGE SERVICE REQUESTS

### Manage Service Requests

View or modify existing service requests.

\* indicates required field

\* Taxpayer Name: PORTAL BUSINESS Case Status: Open

Filter Clear

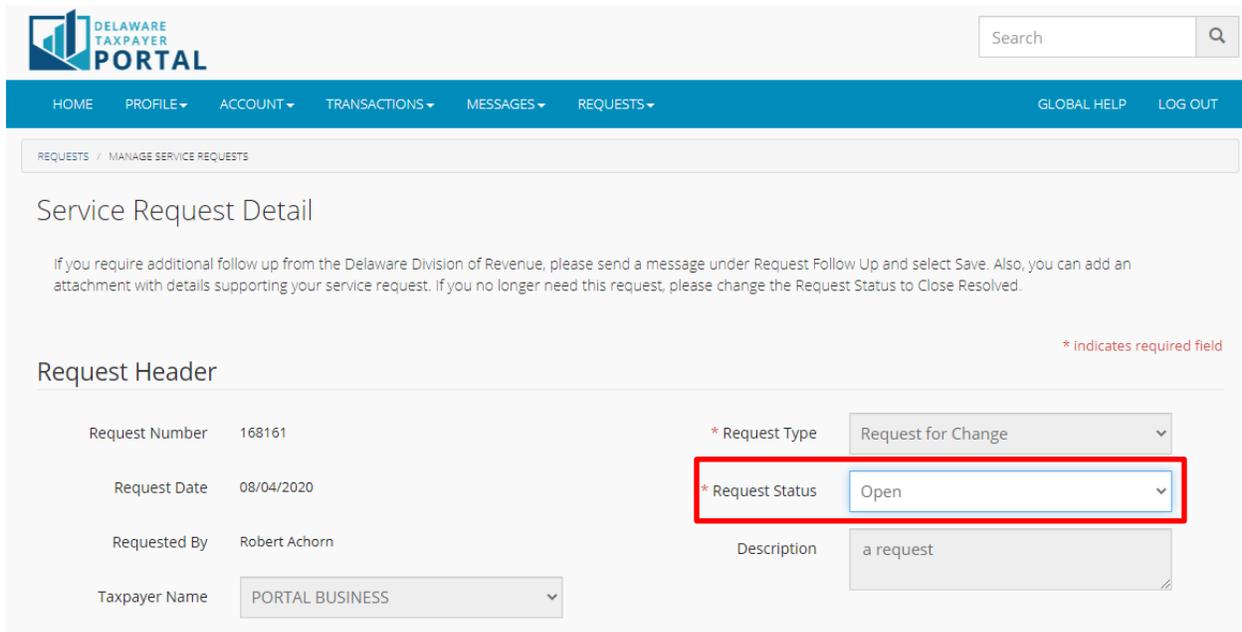
Request Date	Description	Type	Status	Taxpayer Name	Tax Account	Requested By
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07/27/2020	test	Request for Change	Open	PORTAL BUSINESS		Robert Achorn
08/04/2020	another test	Request for Change	Open	PORTAL BUSINESS		Robert Achorn
08/04/2020	a request	Request for Change	Open	PORTAL BUSINESS		Robert Achorn

Showing 1 to 7 of 7 entries

1

### 3 Update Request Status

Under the Request Header, set the Request Status to Closed Resolved.



DELAWARE TAXPAYER PORTAL

HOME PROFILE ACCOUNT TRANSACTIONS MESSAGES REQUESTS GLOBAL HELP LOG OUT

REQUESTS / MANAGE SERVICE REQUESTS

#### Service Request Detail

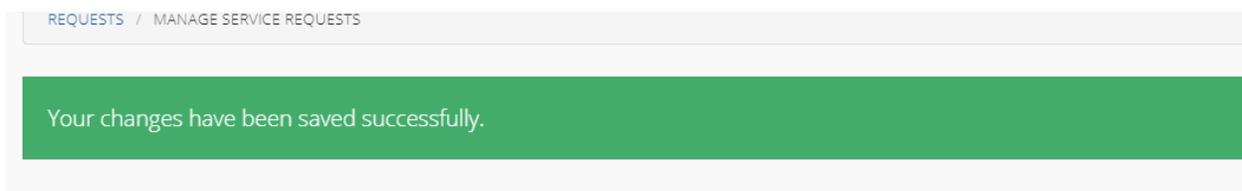
If you require additional follow up from the Delaware Division of Revenue, please send a message under Request Follow Up and select Save. Also, you can add an attachment with details supporting your service request. If you no longer need this request, please change the Request Status to Close Resolved.

\* indicates required field

#### Request Header

Request Number	168161	* Request Type	Request for Change
Request Date	08/04/2020	* Request Status	Open
Requested By	Robert Achorn	Description	a request
Taxpayer Name	PORTAL BUSINESS		

Select the “Save” button and the portal will display a confirmation message to confirm the details were successfully updated.



REQUESTS / MANAGE SERVICE REQUESTS

Your changes have been saved successfully.